



Council Of State Employees



Spring 2008

Governor's Message



Governor John Hoeven

On behalf of the people of North Dakota, I would like to thank each and every one of you for your dedication to our state. Your diligence and commitment to serving the citizens of North Dakota make a real difference in the quality of life for all of us.

Last year I had the opportunity to honor five distinguished North Dakota state employees for their outstanding contribution to public service: Darlene Wolfgram, Darlene Pixley, Debbie Merrill, Deb Gletne, and Lonnie Hoffer. These recipients of the *Governor's Award for Excellence in Public Service*, provided valuable insight and recommendations for efficiency, went above and beyond their job responsibilities, worked well with co-workers and other departments and showed dedication to our state.

The time is fast approaching to give consideration to nominating your colleagues for their distinguished service to the people of North Dakota. The highlight of State Employee's Week in September is the opportunity to pay tribute to our hard working employees for the outstanding job they do for the people of North Dakota. I ask all of you to give thought to who among your coworkers and colleagues you would like to recommend for this award.

In your nomination, please tell us about their job performance, working relationships, and how they have gone above and beyond their expected duties to serve North Dakota in an outstanding way. Nominations are due by August, and you can find the form and more information on the COSE website www.nd.gov/cose. Again, thank you to everyone for their hard work and dedication. I look forward to this year's State Employee Recognition week!

COSE Clothing

available online at

<http://www.nd.gov/cose/cloths.htm>

Happy Spring !



Chairman's Ramblings

Well, another year has come and gone and I have lived through my first year as Chairman of the COSE Board of Directors without causing any major calamities that I know of so far. It really has not been very difficult since the other members of the Board have all pitched in to do what needed to be done. They are a great group of people working to raise the morale of state employees in the limited ways that they can.

In a similar manner, members of our state National Guard are pitching in serving on active duty as written about in another article in this newsletter. Many of them are our fellow state employees. Keep them in your prayers for a safe return to their loved ones.

State employees again came through, as usual, in the various United Way cam-

paigns held throughout the state again last year. NDSU's pledges and fund raising totaled over \$116,000 while state agencies in Bismarck contributed over \$131,000. These are the only numbers I have but I'll assume that other regions in the state did just as well. No one beats state employees in their giving as we here in Bismarck know from past shelter drives that we hold yearly during State Employees Recognition Week.

The Board also finished up the year with a great sale on the sweatshirts, etc with the state logo on them. The response was much greater than expected. Hopefully they will help to keep everyone warm during these subzero days that we seem to be stuck in as I write this article. It is times like this I wonder where all the global warming has disap-

peared to and whether I could borrow some more. The Board is in the process of trying to decide if we want to try to hold a sale for summer items that we list on our website at <http://www.nd.gov/cose/cloths.htm>. Take a look and if you have suggestions, talk to your COSE representative in your agency and let us know.

With that I will close by reminding you to feel free to contact your COSE representatives and/or Board members if you have questions. And, please check the discount listings on the webpage often since they are always changing. Have a great spring 2008.

Dr. Stephan A. Schroeder,
Chairman COSE
Board of Directors



**Please visit the COSE
website for State
Employee Discounts
throughout the State.
Remember to check back of-
ten because these discounts
are updated regularly.
www.nd.gov/COSE**

North Dakota Citizens Serving Our County

WARS, good or bad? Wars seem to be always with us in one form or another and we need to be aware of them especially because of the people serving in them. I recently received some data from the North Dakota National Guard that stated that we currently have about 900 Air National Guard and 3200 Army National Guard soldiers currently serving in various units throughout North Dakota, some of whom are state employees. Many of these men and women are now on active duty serving in the Guard including the 191st MP

unit (approximately 187 soldiers) which is currently at Ft. Dix, NJ. for pre-deployment training before deployment to Iraq (exact date unknown). Other mobilized units currently on active duty overseas include the 1st Battalion, 188th Air Defense Artillery (RAID) from Grand Forks and Bismarck (39 soldiers) currently serving in Afghanistan; plus the Engineer Brigade, 34th Infantry Division from Bismarck (45 soldiers); the 132nd Quartermasters Company from Grand Forks (21 soldiers); the 164th Engineer Battalion - Security

Force (SECFOR) from Minot (119 soldiers); and the 817th Sapper Company from Jamestown, Edgeley, Wishek, and Lisbon (104 soldiers) all serving in Iraq. We also have 10 Air Guard airmen deployed whose location was not available . Please take a little time and give the brave young men and women of our North Dakota National Guard your thoughts, and if you like, a prayer for their safe return.

Thanks, Mike Roehrick



Cholesterol: What do the numbers mean?

Healthy adults should have a cholesterol test at least once every 5 years. People with diabetes or coronary artery disease should have their cholesterol tested at least once a year. If you haven't been tested recently enough, ask your doctor about it. When you get your results, ask your doctor what the numbers mean. Your cholesterol level can affect your chances of having a heart attack or a stroke.

Cholesterol tests can measure the amount of total cholesterol in your blood, as well as the amount of "LDL cholesterol" and "HDL cholesterol." LDL cholesterol is considered "bad." It builds up on the walls of your blood vessels and can cause disease. HDL cholesterol is considered "good." It helps remove bad cholesterol from the bloodstream.

What Can You Do?

If your blood tests show that you have high total or LDL (bad) cholesterol, or low HDL (good) cholesterol, you are at increased risk for heart attack and stroke. Luckily there are things you can do to improve those numbers.

Regular physical activity can help raise HDL (good) cholesterol and lower LDL (bad) cholesterol. Other things that can help include:

- ♦ Losing weight if you are overweight;
- ♦ Eating foods rich in fiber; and
- ♦ Avoiding high-fat foods.

There are even medications that can lower LDL cholesterol and raise HDL cholesterol. But if your doctor prescribes one of these medications, don't assume it's OK to eat unhealthy foods. The



medications work together with your lifestyle approaches. They do not replace them.

A Health Coach Can Help

If you have questions about your cholesterol levels, call a Health Coach. Health Coaches are specially trained healthcare professionals, such as nurses, dietitians, and respiratory therapists. They are available by phone, anytime, 24 hours a day, 7 days a week, at no charge to you.

To talk to a Health Coach, call **1-800-658-2750**. You can also get information online at www.thedialogcenter.com/bcbsnd.



The University of North Dakota is the oldest, largest and most diversified institution of higher learning in the state. In the past 125 years, the campus facilities have grown from a single building to a total of 229 buildings. When the building known as Old Main was the University, only one janitor was necessary to maintain it. Today, the Facilities staff consists of 315 employees.

With more than 13,000 students and 6,000 faculty and staff on campus daily, the population on these 550 acres is equal to that of a small city. The self-sufficient Facilities department consists of a number of divisions to run this small city. The following paragraphs give a sample of how the University of North Dakota campus is maintained.

Academic Maintenance employees take care of all academic, classroom and administrative buildings on campus. They repair or replace windows, and doors, ceiling tile & door hardware. The crew's number one priority is to restore buildings as closely as possible to their original condition.

Building Automation and Controls (BAC) provides electronic controls and monitoring for the campus HVAC systems, fire alarms, security systems and elevator emergency alarms. We also use energy management programs to reduce our consumption of electrical and steam use on campus. Our staff installs and maintains the local building

controllers and the front-end servers. The Communications Center monitors the automation system twenty-four hours a day, every day of the year for any alarms from the campus building systems.

Building Services Technicians are divided between academic and housing facilities. There are 103 academic BST's responsible for over 35,000 sq ft. each and 54 housing custodians who take care of nearly 31,000 sq ft per person. Duties include routine and special cleaning of all floor areas, window blinds, light fixtures, restrooms and spot cleaning of walls, in addition to removal of trash. The carpet crew cleaned over one million square feet of carpet in the last year.

Carpenters' projects range from building a shelf to remodeling an area. All phases of carpentry are included, from demolition, general building construction, remodeling and cabinet work. Masonry is another aspect of the carpenters' work. They pour concrete, repair sidewalks and driveway sections and repair brick and stonework. The carpenters repair furniture, build cabinets and install and replace formica and other counter-tops.

The Communication Center within the Facilities department includes six full-time staff members with one direct supervisor in order to operate 24 hours per day 7 days a week. This staff has two main responsibilities: to be the main call center for the department and to monitor a computerized building automation and control system. Approximately 78,200 telephone calls and two-way radio transmissions were handled during the 2006-2007 fiscal year by the Communi-

cation Center staff. During this same time period, the Communication Center staff issued 56,531 work orders in the FAMIS Maintenance Management System which is utilized by other NDUS institutions in the state of North Dakota.

The Drafting department is responsible for estimating costs, drafting remodel / renovation plans and updating existing building plans. They also assist in developing plans and project designs in addition to updating campus maps.

Electricians repair everything from the classroom wall switch to the 10-12 miles of high voltage electrical distribution system including all transformers, transmission lines, and switches that is wholly owned and operated by the University. They work with the carpenters and other crews on remodeling projects installing conduit and running wiring.

Electronics Shop personnel perform the majority of fire alarm system testing and maintenance on campus. They also install and maintain card access systems, security systems, and video surveillance systems for university buildings. Additionally, the crew installs and maintains projection and audio systems in classrooms and lecture halls, and also maintains message centers and scoreboards on campus. For special events, the shop provides departments with portable public address systems. The shop is staffed with a supervisor and two technicians.

Flooring Crew consists of two men that provide service similar to that of a retail flooring

UND Facilities

outlet store. They supply estimates and provide flooring samples of all kinds to the different departments on campus. From minor installation and repairs of floors, to the intricate details of a labyrinth and the University Seal made of carpet, this crew takes care of all the campus' flooring needs.

The Food Service Maintenance crew services and repairs appliances and provide general maintenance in the food service areas. Three dining centers for residents and nine additional locations for on-campus faculty & staff to grab a bite to eat keep this four-person crew hopping. They also install and maintain all the dormitory and housing laundry equipment that includes 215 washers and 180 dryers.

Snow removal on campus is one of the various responsibilities of the Grounds crew. After a snow storm, crew members may clear up to 25 miles of sidewalk and nearly 100 acres of parking lots. The crew also hauls dirt from construction sites using it to backfill around buildings and for landfill. About half of the crew members' time is spent moving departments between floors or buildings and moving desks and heavy equipment. In addition they deliver and set up tables, chairs and risers for graduation and other special events.

Housing Maintenance ranges from removing birds out of air ducts in an apartment to building an extra bedroom in the basement of the six plexes. The crew is responsible for more than 800 apartments on campus. They examine each one for items in need of replacement or repair before a new resident moves in. They repair furniture and appliances in each apartment. This

crew is not limited to the indoors. Preventative maintenance occurs outside the buildings as well. Siding, windows and trim plus garages, and playground equipment are all on their list of duties.

Every year, the Landscaping department plants 36,000 flowers in various flower beds throughout the University campus. There are 5,000+ trees and over 1,000 shrubs adding to the campus' beauty. Other summer duties include mowing, grass trimming, laying sod and landscaping. During the winter months the landscapers put together future landscaping designs, trim trees, hang holiday lights and assist the Grounds department with snow removal.

All custodial, shop and painting rags; towels and lab coats from the Med School; smocks, tablecloths and towels for Food Service are a few of the items the eight-person crew of the Laundry Department takes care of. In the 2006-07 school year, 324,280 cleaning rags, 24,574 bath towels, and 10,541 pillow cases were processed (washed, folded or ironed).

Keys, locks and signs are the primary responsibilities of the Lockshop. They have currently made over 10,200 keys this year, they engrave signs, change locks as necessary and are responsible for key and lock security in the 229 campus buildings.

Painters patch and texture walls, touch up and paint ceilings, walls, doors and windows. They also paint miscellaneous items such as file cabinets, refinish furniture and work closely with other crews for repairs.

Plumbers take care of everything from a broken steam line or water main to a leaky water fountain. This crew maintains

miles of high pressure steam and condensate lines, sanitary sewer lines, storm sewers, and water mains plus gas lines located inside campus buildings.

In the summer, the Roofers & Metal Shop crew is primarily responsible for repairing and maintaining over 51 acres of roofs. During the winter, roofers work in the metal shop making ducts and flashings, installing ventilation and air conditioning ducts, welding and assisting the carpenter shop.

The University-owned Steam Plant burns over 57,000 tons of coal annually to supply steam for all campus buildings, and 23 off-campus buildings. The plant produces 704 million pounds of steam each year.

Supply Room personnel consist of one supervisor and two employees who run the store. It carries \$794,000 of inventory, which includes lights, plumbing, woodwork, carpet, paint and other supplies so there is no waiting period for the crews to complete their work on campus.

The Systems crew maintains all air conditioning, heating, air distribution, refrigeration, ventilation, exhaust and temperature control systems in campus buildings. With two thousand times the heating/cooling capacity and requirements of the average home, the University has 1,600 filters for air handling units which the crew changes four times a year.

The Facilities department is the first point of contact for all of the University's building & departmental needs. Whether it is an air conditioning or heating problem, a broken chair in need of repair, or a major capital project, the department will evaluate requests and determine how to best serve the campus' needs.

Fish Award Nominees



2007 Fourth Quarter Nominees:

Mary Helmers, DHS
 Wendy Clarin, NDSU Bison Connection
 Tiffany Neuharth, NDSU Mechanical Engineering
 Chris Anderson, NDSU Morrill Hall Print Shop
 Connie Jadrny, NDSU Distance & Continuing Education
 Rita Nodland, BSC Foundation
 Derick Jorgenson, NDSU Library
 Dr. Reza Malecki, NDSU
 Nancy Suttle, NDSU

Nancy Suttle was the recipient of the 4th quarter

2008 First Quarter Nominees:

Lorrettax Mindt, NDSU Library
 Marie Champagne, NDSU Teacher's Ed.
 Lois Larson, NDSU Athletic Equip. Tech.
 Frank Duray, NDSU Document Publication Services;
 Jeanie Olson, Tax Department
 Gail Rossman, ND Board of Nursing
 Dean Vilhauer, DOT Flight Operations

Frank Duray was the recipient of the 1st quarter



Spring Barbecue Safety Tips

- ♦ When using barbecue grills always be sure to leave sufficient space from siding and eaves.
- ♦ Always supervise a barbecue grill when in use.
- ♦ Keep children and pets far away from grills.
- ♦ With charcoal grills, only use charcoal starter fluids designed for barbecue grills and do not add fluid after coals have been lit.
- ♦ With gas grills, be sure that the hose connection is tight and check hoses carefully for leaks. Applying soapy water to the hoses will easily and safely reveal any leaks.
- ♦ Always follow the manufacturer's instructions and have the grill repaired by a professional, if necessary.
- ♦ Spare propane cylinders should never be stored indoors or under or near the grill.

Fish Awards

Friendly
Initiative
Smile
Helpful



Developed by the State COSE Board of Directors, the Fish Award:

- ❖ Symbolizes excellence in customer service,
- ❖ Recognizes employees who promote customer service in state government,
- ❖ Acknowledges employees who model excellence in customer service to other fellow State Employees,
- ❖ Exemplifies the standard "We all have a customer; we all provide service to others," and
- ❖ Recognizes employees who understand that "Providing customer service is part of our job."

For more information on this award, or to nominate someone, contact your COSE representative. All nominations must be received by June 30, 2008 to be eligible for the Second quarter award. Nomination forms can be found on the web at www.nd.gov/cose/ or from your COSE representative.

This newsletter is published three times a year by the North Dakota Council of State Employees (COSE). State employees are encouraged to submit articles or information about their agencies or institutions to their subgroup listed below. Any comments and concerns should also be directed to your subgroup chair listed below. Editorial Board: COSE Board of Directors. Publisher: Tina Walters, 600 East Blvd. Ave, Bismarck, ND 58505

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